



*Geert Benoit, Managing Director Yamagata Europe,
HIGHLIGHTS THE ADVANTAGES OF VIVALDI QMS
FOR THEIR COMPANY.*

Yamagata Europe is the European headquarters of the Yamagata Group. Yamagata creates, manages and distributes technical documentation and manuals for the automotive, medical, machine tool and consumer electronics industry. In the European Headquarters, which functions as the operational centre for translation, we manage over 80 million translated words per year. Each of these words is checked with a proprietary QA tool called QA Distiller.

“We can say that checking and measuring is our second nature, we are the company that brought objective quality measurement to the translation industry using QA Distiller and other tools. At Yamagata, we check during the process based on the kaizen principle of “the next process is the customer”. You can imagine that the encounter with Vivaldi was a happy match. The results of checking and QA data, queries and claims are logged in different flows in Vivaldi. We translate these inputs in objective KPI’s and quality reports. Vivaldi helps us to log, track, measure and analyse the data. But most of all, it helps us to make the right decision for further improvement of our services and quality.”

Geert Benoit, Yamagata Europe

www.yamagata-europe.com

www.qa-distiller.com

